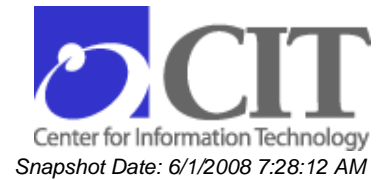


Customer Service Report for HSB

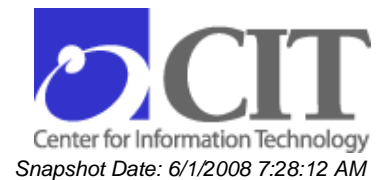
For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	2	0	0	0	0	0	0	0	2	0	20
Edit Account	0	2	0	0	0	0	0	2	0	0	14
Application Support											
General Info	1	0	0	0	0	0	0	0	1	0	2
NIGMS In-House	1	0	0	0	0	0	0	0	1	0	5
Sharepoint-General Information	4	0	0	0	0	1	0	0	3	0	3
Sharepoint-Install/Uninstall	3	0	0	0	0	0	0	0	3	0	11
Sharepoint-License/Purchase	1	0	0	0	0	0	0	0	1	0	3
Sharepoint-Troubleshoot	1	0	0	0	0	0	0	0	1	0	2
Spec App/SERCH/Server Error	1	0	0	0	0	0	0	0	1	0	2
Specialized Application	1	0	0	0	0	0	0	0	1	0	5
Web Apps-Troubleshoot	0	0	0	1	0	0	0	0	1	0	0
ASR											
Colocation-ON	0	0	0	1	0	0	0	0	1	0	0
Oracle	0	0	0	20	0	3	0	0	17	0	0
Other	0	0	0	77	0	41	0	0	36	0	0
SQL	0	0	0	8	0	4	0	0	4	0	0
Unix	0	0	0	177	0	25	0	0	152	0	0
Windows	0	0	0	41	0	17	0	0	24	0	0
Back Office Support											
Active Directory	0	1	0	0	0	0	0	1	0	0	7
Backup/Restore	7	0	0	0	0	0	0	0	7	0	8
File Hosting	1	0	0	0	0	0	0	0	1	0	2

Customer Service Report for HSB

For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Permissions/Shares	0	0	0	2	0	2	0	0	0	0	0
Print Hosting	1	1	0	0	0	0	0	0	2	0	5
Server Recovery	1	0	0	0	0	0	0	0	1	0	5
Web Hosting	2	1	0	0	0	1	0	0	2	0	0
CIT Categories											
Web Site Issue	1	0	0	2	0	0	0	0	3	0	4
Connectivity											
Data lines	0	1	0	0	0	0	0	0	0	1	0
General Info	1	0	0	0	0	1	0	0	0	0	0
Proxy Server	1	0	0	0	0	0	0	0	1	0	20
TCP/IP	1	8	0	0	0	1	3	0	0	5	0
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	5
Hardware											
Printers/Request	3	0	0	1	0	3	0	0	1	0	4
Printers/Troubleshoot	2	0	0	1	0	0	0	0	3	0	3
Servers/Request	0	1	0	0	0	1	0	0	0	0	0
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	1	0	0	0	0	0
NIHnet											
Service Prov-Other	1	1	0	0	0	1	0	0	1	0	22
OS/390 SOFTWARE											
OTHER SOFTWARE	0	0	0	1	0	1	0	0	0	0	0
Web Site Issue (non-CIT)											
Inaccessible	3	0	0	0	0	2	0	0	1	0	3
Wireless Services											
BB/Configuration/Setu p	0	1	0	0	1	0	0	0	0	0	0
Grand Total:	42	17	0	332	1	105	3	3	273	6	1

Customer Service Report for HSB

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Total Tickets Closed:	282
Total Tickets Assigned/Pending/Checked Out:	109
Total Tickets Created:	391